

FIG. 1

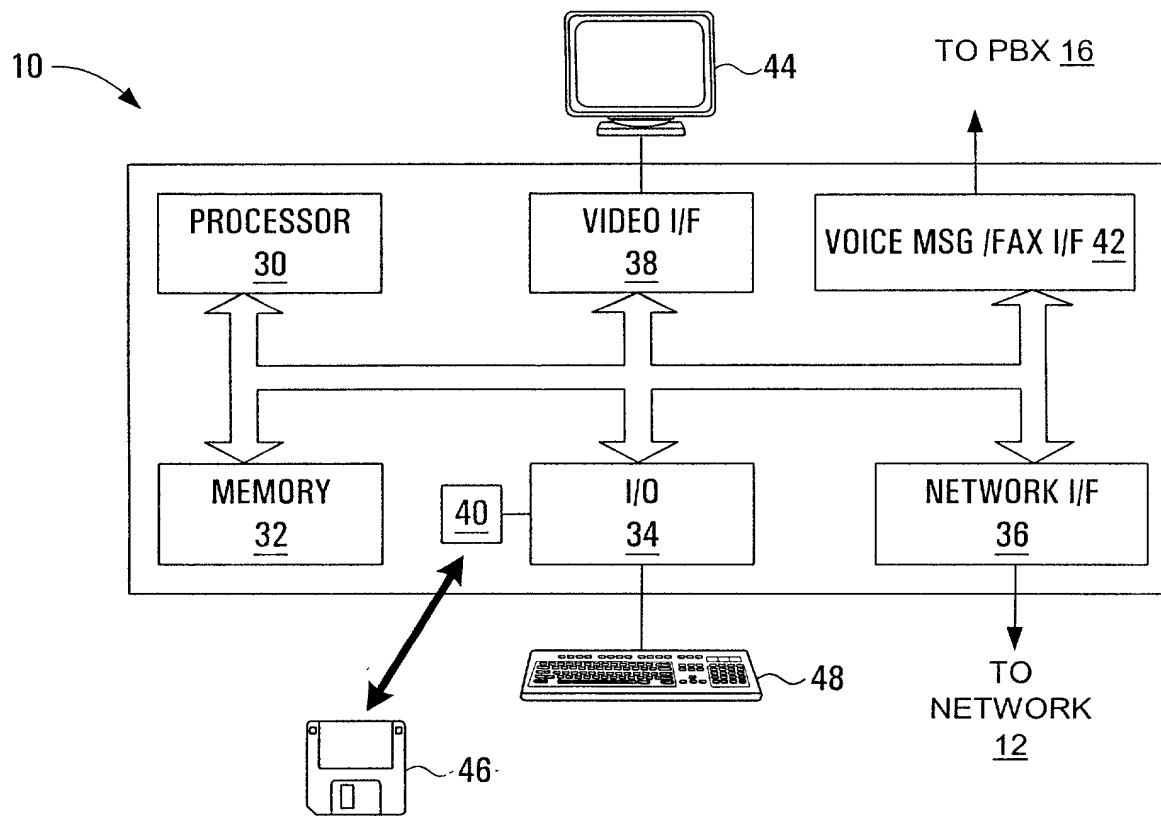


FIG. 2

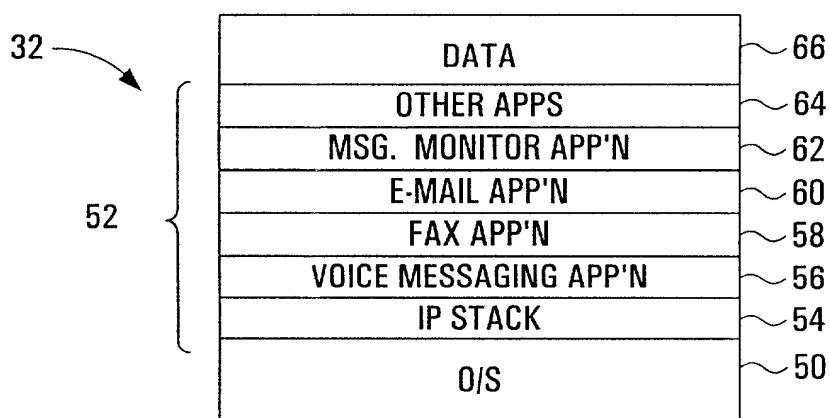


FIG. 3

ORIGINATOR	COMMUNICATION TYPE	DATE/TIME	DURATION
johnsmith@Nortel.com	E	01/01/00 12:00	
416-555-1234	U	01/02/00 12:05	
416-555-1234	U	01/02/00 13:15	
416-555-1234	VM	01/02/00 13:40	30s
john@nortel.com	E	01/02/00 14:00	
416-555-1111	A	01/02/00 16:00	5m
416-555-1112	F	01/02/00 16:05	
416-555-1111	OC	01/02/00 17:00	10m

U = unanswered call
 VM = voice mail message
 F = fax
 A = answered call
 OE = outgoing e-mail
 OC = outgoing call
 E = (incoming) e-mail

FIG. 4

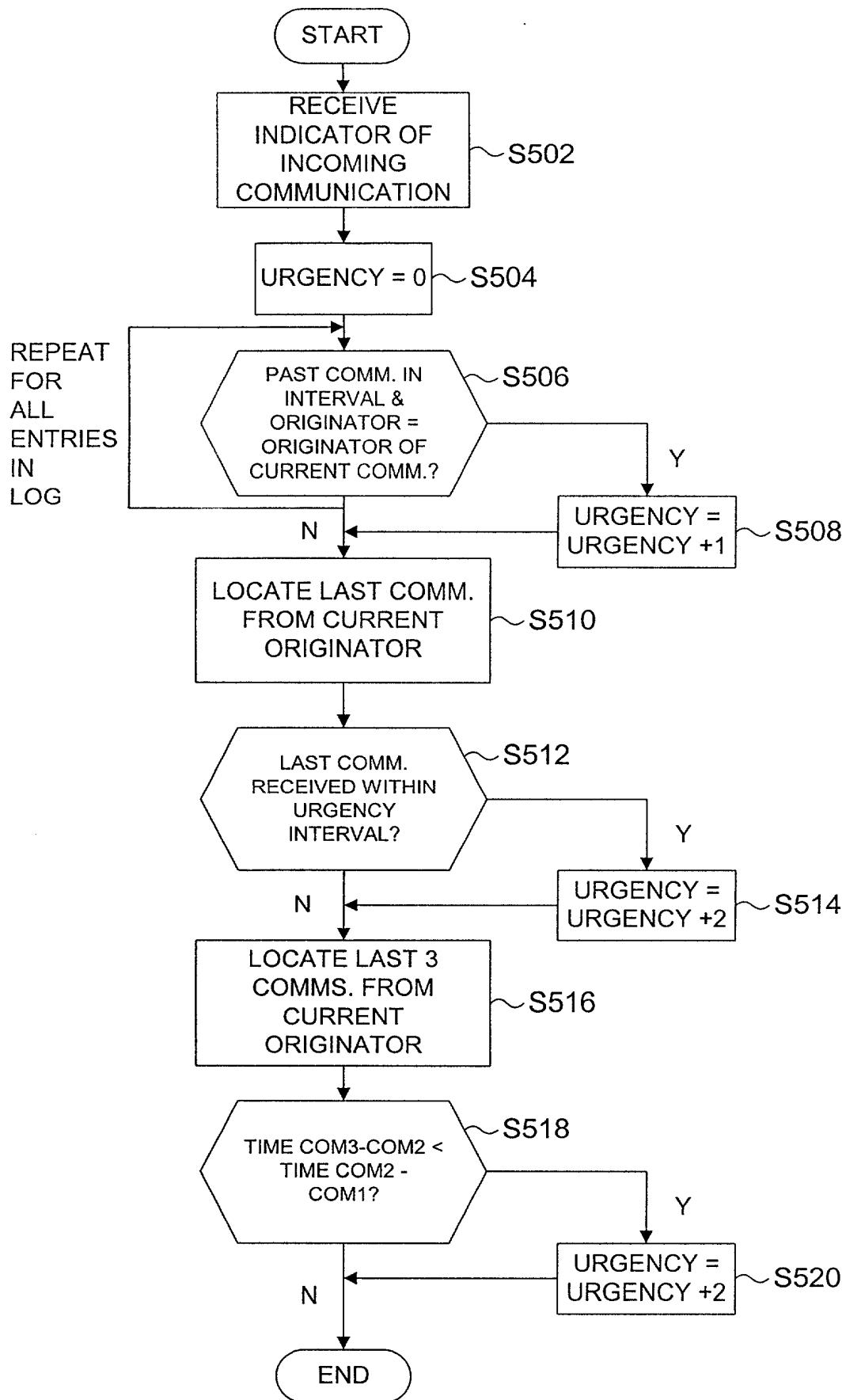


FIG. 5